Let’s Be Ready: Next Wave

Provider Impact webinar series
Webinar Disclaimer

❖ Serves as a guide and is not a standard or regulation
❖ Creates no legal obligations
❖ Contains recommendations as well as descriptions which are advisory in nature
❖ Information obtained from various sources including OSHA®, Lear Playbook, CDC, WHO, and Ford Motor Company Playbook
❖ Additional information from the CDC Medical Practice Preparedness Kit for Family Physicians
Learning Objectives

❖ Explain the importance of a pandemic planning tool
❖ Describe activities linked to a monthly calendar
❖ Discuss small business planning opportunities
Quick Recap

❖ Pandemic versus endemic
❖ Importance of teams
❖ Focus on planning rather than implementation
❖ Physical plant readiness
❖ Employee preparedness including training and education
❖ Soft opening: small steps
❖ Planning for the next wave
❖ Sources for information
  • Plante Moran
  • Oliver Wyman
Putting on and Taking-off a Mask

**General Procedures for Properly Putting on and Taking Off a Disposable Respirator**

1. Position the respirator in your hands with the clasp facing up and the loop on the bottom.
2. Open the respirator to your nasal passages, ensuring the headband is over the bridge of your nose and the nose clip is centered on the nose.
3. Pull the respirator over your face, ensuring the nose clip is over your nose and the headband is comfortably placed over your forehead.
4. Pull the respirator up over your head, ensuring the respirator covers your nose and mouth.
5. Check the fit of the respirator and adjust as needed.

**Wash Your Hands Thoroughly After Removing the Respirator**

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Planning One Month at a Time

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Month One

- Identify a pandemic influenza coordinator and planning team
- Identify your day to day operations manager
- Identify lines of succession and delegation of authority in the event of high absenteeism
- Identify partners in the community, and their capabilities
- Update and maintain contact information for all community points of contact
Pandemic Coordinator

- Leads the planning committee
- Serves as the point of contact for community partners
- Oversees the pandemic planning process for your organization
- Depending on the size of your organization, the coordinator may or may not have additional responsibilities
Planning Team

❖ Develops the pandemic plan
❖ Ensures your business is prepared for a pandemic
❖ Size may vary
❖ Should include representation from all of your departments
❖ Ensures diversity of opinions as well as addressing the unique needs of each department
Month Two

❖ Assign planning team members responsibility
  • Create or revise your pandemic plan
  • Monitor public health advisories
  • Monitor COVID case numbers
  • Participate in conference calls with your local public health groups

❖ Conduct a needs assessment to identify potential gaps and vulnerabilities
Month Two

- Identify your essential business functions
- Develop a plan to determine how they will be maintained in the event of a pandemic
- Register to receive regular updates about COVID, emerging infectious diseases, and other emergency preparedness and response information from MDHHS
- Contact your local public health department's emergency coordinator to learn about pandemic plans currently in place in your community and how they have been created and implemented
Chain of Command: Day to Day Operations Manager

- Person in charge of overseeing your business actions
- Responsible for ensuring that your business is following the pandemic plan
- Makes decisions regarding staff responsibilities, and implementing pandemic policy changes
- Should not be a new hire but someone who knows your business operations
Planning Team

- Assign a planning team
- Responsibilities include
  - Creating or revising your business pandemic plan
  - Creating or revising your business emergency plan
  - Monitoring public health advisories
  - Monitoring and reporting suspected or confirmed COVID cases to the local public health department
Month Three

- Maintain current contact information for all staff
- Assign responsibility for monitoring the level of COVID activity among your employees
- Identify a process for reporting COVID cases to the local public health department
Month Three

- Assign responsibility for keeping up with CDC guidelines for infection control
- Fit test staff who use N95 respirators and maintain records of all fit testing
- Ensure staff have been trained in and are familiar with the public health structure of the county
Gaps and Vulnerabilities

- Conduct a needs assessment to identify potential gaps and vulnerabilities
- Identify your risks before you begin planning for a pandemic
- A needs assessment identifies the potential impacts a pandemic may have on your business
- Complete a SWOT analysis
- Begin your SWOT by determining your objective(s)
Month Four

- Determine staff responsibilities in the event of a pandemic
- Assign responsibility for handling external communication for the office and identify strategies for handling requests for information
- Assign responsibility for monitoring supply inventory and reordering
- Identify triggers for implementing your pandemic plan, as well as returning to normal, or everyday, operations after the pandemic is over
Staff Responsibilities

❖ Staff responsibilities may change in the event of a pandemic
❖ Responsibilities may increase due to absenteeism
❖ Training others
Communication

- Sharing information with your colleagues or even media
- Getting information out to your staff and vendors
Cross Training

- Begin cross-training your staff members, being sure to include any part-time staff
- Cross-train staff to perform multiple roles as needed
- Make sure all staff are trained on all equipment including basic repairs
Check local public health department, local emergency management agency, hospitals, and other organizations to determine what stockpiles exist in your area and the protocol or criteria to obtain them.

CDC's Strategic National Stockpile (SNS) should have large quantities of supplies to protect the American public if there is a public health emergency severe enough to deplete local and state supplies.

Once federal and local authorities agree that the SNS is needed, supplies should be delivered to the requesting state or territory.

Each state has plans to receive, distribute, and dispense SNS supplies to local communities as quickly as possible.

SNS assets were free of charge.
Vendors: Purchasing Supplies

- Assign responsibility for monitoring supply inventory and reordering
- Designate responsibility for monitoring your organization’s supplies and reordering when necessary
- Keep a log of supplies as they are used, so that those supplies can be reordered before your supply is exhausted
- Make sure you have assigned a backup person to monitor inventory in the event of absenteeism
Surge Planning

- Identify triggers for implementing your pandemic plan as well as steps to returning to normal, or everyday, operations after the pandemic is over.
- Knowing when your business will implement pandemic plan is crucial to effectively managing your organization.
- Determining when your business will return to normal operations and what to do to recover from the pandemic may be difficult to determine but will help you maintain services.
Personal Preparedness Plan

❖ Encourage your employees to develop their own personal or family preparedness plans

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❖ This will help them feel prepared at home and may reduce anxiety over leaving family at home in order to work

❖ There are many resources for creating personal or family preparedness plans available through your local public health department or emergency management agency, or the CDC website: http://emergency.cdc.gov/preparedness/
Potential Financial Issues

❖ Develop a plan to compensate staff
❖ Know what your insurance providers' policies are in the event of a pandemic
❖ Identify any exclusions or limitations and determine how these will affect your business; consider:
  • Health insurance
  • Workers compensation
  • Disability insurance
  • Business interruption insurance
  • General liability insurance
  • Life insurance
Month Five

❖ Identify adequate storage for ancillary supplies
❖ Consider whether your office will provide home visits in the event of a pandemic
❖ Determine which (if any) services will be cancelled or postponed in the event of a pandemic, and when they will be resumed
❖ Establish hours of operation for a pandemic, modifying current hours, if needed
Continuity of Operations Plan

- Identify essential business functions
- Make a list of all the functions your business performs
- Once you have a list, you can begin to determine which are essential or non-essential
- Develop a plan to determine how essential functions will be maintained in the event of a pandemic
- Consider what will happen if the specific function is not performed.
Month Six

- Identify supplies and their quantities needed in the event of a pandemic
- Identify the most appropriate methods of educating your consumers and communicating changes in operating hours and services in the event of a pandemic
- Identify and address potential language and cultural barriers to communicating pandemic influenza information to patients
Month Seven

❖ Encourage your employees to develop their own personal or family preparedness plans

❖ Begin cross training your employees, being sure to include any part time staff

❖ Develop strategies to extend your inventory, including a schedule for rotating stock
Month Eight

- Examine human resources policies and revise them for a pandemic situation, if necessary
- Develop strategies for addressing employee concerns and their mental health needs
- Identify strategies for dealing with a 30% to 40% reduction in staffing due to illness and caring for ill family members
- Develop a policy and plan for employees to work from home
- Identify and address potential compensation; accounts receivable, accounts payable issues
Month Nine

- Educate employees about COVID symptoms and preventive measures, including social distancing
- Review your business plan
- Develop or update agreements with partners that include provisions to share staff, supplies, or office space
Month Ten

- Maintain contact information for all vendors
- Develop or update written agreements and priority designations with your vendors for supply and resupply of critical services or equipment in the event of a pandemic
- Verify vendors have contingency plans for supplies
- Discuss financing options with vendors
- Develop memoranda of understanding (MOU) with your contracted environmental services providers to ensure services are maintained in the event of a pandemic
Month Eleven

❖ Consider implementing access controls to ensure staff safety
❖ Consider a plan to secure supplies
❖ Contact utility providers to discuss prioritization and timeline for restoration of services in the event of disruption
❖ Develop a utility failure plan for maintaining business operations
❖ Develop or obtain just in time pandemic training for employees
Month Twelve

- Share your company’s plan with your employees and clearly communicate what activities are expected of them in the event of a pandemic
- Train staff on the plan and exercise the plan as applicable
- Participate in community pandemic influenza planning and exercises with your hospitals, local public health department, emergency management agency, and other community emergency response agencies
- Participate in community drills for stockpile distribution and dispensing
Any Questions